



D. Johnson
#3 2-6-98
Re-amendment

IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

Art Unit: Unknown
Examiner: Unknown

In Re: Igor Neyman et al.
Case: P3251
Serial No.: 08/928,861
Filed: 09/12/97
Subject: Improved Call Center Apparatus and Functionality
in Telephony

To the Commissioner of Patent and Trademarks
Washington, D.C. 20231

Dear Sir:

PRELIMINARY AMENDMENT

Amend the specification as follows:

Delete the present title of the invention, and substitute – **Methods
and Apparatus for Personal Routing in Computer-Simulated
Telephony --**

Delete the section entitled “summary” except for the title on pages
7, 8, and 9, and substitute therefor the following paragraphs:

Delete the Abstract on page 53 of the specification, except for the
title, and substitute the following paragraph therefor:

In the claims:

Amend the claims as follows:

[Cancel claim 1, and add new claims 2-18 presented below:]